

## **FY 2010-11 ADA Transition Plan Update**

In November 2010 City Council took initial steps towards becoming compliant under Title II of the Americans with Disability Act (ADA). At the November meeting Council adopted the Town's ADA Transition Plan which identified the Town's ADA Coordinator, created a process for residents to file complaints and approved a seven year facility, street and sidewalk improvement program.

The first year of the Transition Plan identified improving accessibility around Town Hall Annex, Sterling Park Recreation Center and Serramonte Blvd. from El Camino Real to Junipero Serra Blvd. The estimated cost to remove these barriers was \$18,750. The actual barrier removal cost was \$22,895. Some of the costs were paid for using ABAG PLAN Risk Management Grant funds.

All projects in the ADA Transition Plan for FY2010-11 were completed except for one. The area that was not addressed was a non-compliant curb ramp on the north side of Collins Ave. right at Serramonte Blvd. This are needed further evaluation and will be addressed in Fiscal Year 2012-13.

For a complete list of the Physical Barrier's that were removed in Fiscal Year 2010-11 please [click here](#). The Physical Barrier's Removed document details the accessibility issue, action taken, and the estimated and actual cost of removing the barrier.

Town staff also participated in customer service training in terms of accommodating those with disabilities when they visit the Town's facilities or contact us by telephone. ADA customer service tool kits were put together and forwarded to each department head and facility.